IER Statistics Report as of 30 JUN 2002

Customer Health Care Information 83 4.6% 25.7° Encounter (Administrative) Data 71 4.0% 29.6° Beneficiary Financial/ Demographic Data 68 3.8% 33.4° Tailored Education Information 57 3.2% 36.6° Customer Risk Factors 56 3.1% 39.7° Body of Health Services Knowledge 54 3.0% 42.7° Demand/ Referral Information 47 2.6% 45.3° Patient Schedule 45 2.5% 47.9° Care Management Information 40 2.2% 50.1° Beneficiary Tracking Information 34 1.9% 52.0° MHS Direction 33 1.8% 53.8° Provider Demographics 31 1.7% 55.5° Patient/ Staff Satisfaction Information 25 1.4% 56.9° Improvement Strategy 23 1.3% 58.2° Case Management Information 21 1.2% 60.6° Cost Accounting Information 21 1.2% <	IER Name	# arrows	% total	% cumulative
Customer Health Care Information 83 4.6% 25.7° Encounter (Administrative) Data 71 4.0% 29.6° Beneficiary Financial/ Demographic Data 68 3.8% 33.4° Tailored Education Information 57 3.2% 36.6° Customer Risk Factors 56 3.1% 39.7° Body of Health Services Knowledge 54 3.0% 42.7° Demand/ Referral Information 47 2.6% 45.3° Patient Schedule 45 2.5% 47.9° Care Management Information 40 2.2% 50.1° Beneficiary Tracking Information 34 1.9% 52.0° MHS Direction 33 1.8% 53.8° Provider Demographics 31 1.7% 55.5° Patient/ Staff Satisfaction Information 25 1.4% 56.9° Improvement Strategy 23 1.3% 58.2° Case Management Information 21 1.2% 60.6° Cost Accounting Information 21 1.2% <	Customer Demographic Data	378	21.1%	21.1%
Encounter (Administrative) Data 71 4.0% 29.68 Beneficiary Financial/ Demographic Data 68 3.8% 33.49 Tailored Education Information 57 3.2% 36.69 Customer Risk Factors 56 3.1% 39.79 Body of Health Services Knowledge 54 3.0% 42.79 Demand/ Referral Information 47 2.6% 45.39 Patient Schedule 45 2.5% 47.99 Care Management Information 40 2.2% 50.18 Beneficiary Tracking Information 34 1.9% 52.09 MHS Direction 33 1.8% 53.89 Provider Demographics 31 1.7% 55.59 Patient/ Staff Satisfaction Information 25 1.4% 56.99 Improvement Strategy 23 1.3% 58.29 Case Management Information 21 1.2% 59.49 Beneficiary Inquiry Information 21 1.2% 60.69 Cost Accounting Information 21 1.2% <t< td=""><td>Customer Health Care Information</td><td></td><td></td><td>25.7%</td></t<>	Customer Health Care Information			25.7%
Beneficiary Financial/ Demographic Data 68 3.8% 33.4% Tailored Education Information 57 3.2% 36.68 Customer Risk Factors 56 3.1% 39.7% Body of Health Services Knowledge 54 3.0% 42.7% Demand/ Referral Information 47 2.6% 45.39 Patient Schedule 45 2.5% 47.99 Care Management Information 40 2.2% 50.19 Beneficiary Tracking Information 34 1.9% 52.0 MHS Direction 33 1.8% 53.8% Provider Demographics 31 1.7% 56.59 Patient/ Staff Satisfaction Information 25 1.4% 56.99 Improvement Strategy 23 1.3% 58.29 Case Management Information 22 1.2% 59.4% Beneficiary Inquiry Information 21 1.2% 60.69 Cost Accounting Information 21 1.2% 60.69 Cost Accounting Information 18 1.0% 61.	Encounter (Administrative) Data			29.6%
Tailored Education Information 57 3.2% 36.66 Customer Risk Factors 56 3.1% 39.7° Body of Health Services Knowledge 54 3.0% 42.7° Demand/ Referral Information 47 2.6% 45.3° Patient Schedule 45 2.5% 47.9° Care Management Information 40 2.2% 50.1° Beneficiary Tracking Information 34 1.9% 52.0° MHS Direction 33 1.8% 53.8° Provider Demographics 31 1.7% 55.5° Patient/ Staff Satisfaction Information 25 1.4% 56.9° Improvement Strategy 23 1.3% 58.2° Case Management Information 21 1.2% 60.6° Case Management Information 21 1.2% 60.6° Cost Accounting Information 21 1.2% 60.6° Cost Accounting Information 18 1.0% 61.6° Policy & Guidance 18 1.0% 61.6° <tr< td=""><td>Beneficiary Financial/ Demographic Data</td><td>68</td><td></td><td>33.4%</td></tr<>	Beneficiary Financial/ Demographic Data	68		33.4%
Customer Risk Factors 56 3.1% 39.7° Body of Health Services Knowledge 54 3.0% 42.7° Demand/ Referral Information 47 2.6% 45.3° Patient Schedule 45 2.5% 47.9° Care Management Information 40 2.2% 50.1° Beneficiary Tracking Information 34 1.9% 52.0° MHS Direction 33 1.8% 53.8° Provider Demographics 31 1.7% 55.5° Patient/ Staff Satisfaction Information 25 1.4% 56.9° Improvement Strategy 23 1.3% 58.2° Case Management Information 22 1.2% 59.4° Beneficiary Inquiry Information 21 1.2% 60.6° Cost Accounting Information 21 1.2% 60.6° Cost Accounting Information 18 1.0% 61.6° Policy & Guidance 18 1.0% 62.6° Labor Productivity Information 17 0.9% 63.6°	Tailored Education Information	57		36.6%
Body of Health Services Knowledge 54 3.0% 42.7° Demand/ Referral Information 47 2.6% 45.3° Patient Schedule 45 2.5% 47.9° Care Management Information 40 2.2% 50.1° Beneficiary Tracking Information 34 1.9% 52.0° MHS Direction 33 1.8% 53.8° Provider Demographics 31 1.7% 55.5° Patient/ Staff Satisfaction Information 25 1.4% 56.9° Improvement Strategy 23 1.3% 58.2° Case Management Information 21 1.2% 59.4° Beneficiary Inquiry Information 21 1.2% 60.6° Cost Accounting Information 18 1.0% 61.6° Policy & Guidance 18 1.0% 62.6° Labor Productivity Information 17 0.9% 64.5° Contract/ Claims Processing Information 16 0.9% 65.4° Provider Metrics 16 0.9% 66.3° </td <td>Customer Risk Factors</td> <td></td> <td></td> <td>39.7%</td>	Customer Risk Factors			39.7%
Demand/ Referral Information 47 2.6% 45.39 Patient Schedule 45 2.5% 47.99 Care Management Information 40 2.2% 50.19 Beneficiary Tracking Information 34 1.9% 52.00 MHS Direction 33 1.8% 53.89 Provider Demographics 31 1.7% 55.50 Patient/ Staff Satisfaction Information 25 1.4% 56.99 Improvement Strategy 23 1.3% 58.29 Case Management Information 22 1.2% 59.49 Beneficiary Inquiry Information 21 1.2% 60.69 Cost Accounting Information 18 1.0% 61.69 Policy & Guidance 18 1.0% 62.69 Labor Productivity Information 17 0.9% 63.69 Population Risk Reduction Plan 17 0.9% 63.69 Contract/ Claims Processing Information 16 0.9% 65.49 Provider Metrics 16 0.9% 66.39	Body of Health Services Knowledge			42.7%
Patient Schedule 45 2.5% 47.9% Care Management Information 40 2.2% 50.19 Beneficiary Tracking Information 34 1.9% 52.00 MHS Direction 33 1.8% 53.8% Provider Demographics 31 1.7% 55.59 Patient/ Staff Satisfaction Information 25 1.4% 56.99 Improvement Strategy 23 1.3% 58.29 Case Management Information 22 1.2% 59.49 Beneficiary Inquiry Information 21 1.2% 60.69 Cost Accounting Information 21 1.2% 60.69 Cost Accounting Information 18 1.0% 61.69 Policy & Guidance 18 1.0% 62.69 Labor Productivity Information 17 0.9% 63.69 Population Risk Reduction Plan 17 0.9% 64.59 Contract/ Claims Processing Information 16 0.9% 65.49 Provider Metrics 16 0.9% 66.39	Demand/ Referral Information	47		45.3%
Care Management Information 40 2.2% 50.19 Beneficiary Tracking Information 34 1.9% 52.00 MHS Direction 33 1.8% 53.88 Provider Demographics 31 1.7% 55.55 Patient/ Staff Satisfaction Information 25 1.4% 56.99 Improvement Strategy 23 1.3% 58.29 Case Management Information 21 1.2% 60.69 Beneficiary Inquiry Information 21 1.2% 60.69 Cost Accounting Information 18 1.0% 61.69 Policy & Guidance 18 1.0% 62.69 Labor Productivity Information 17 0.9% 63.69 Population Risk Reduction Plan 17 0.9% 64.59 Contract/ Claims Processing Information 16 0.9% 65.49 Provider Metrics 16 0.9% 66.39 Coding Information 14 0.8% 67.19 Industry Benchmark Information 14 0.8% 67.99 <	Patient Schedule	45		47.9%
Beneficiary Tracking Information 34 1.9% 52.00 MHS Direction 33 1.8% 53.89 Provider Demographics 31 1.7% 55.59 Patient/ Staff Satisfaction Information 25 1.4% 56.99 Improvement Strategy 23 1.3% 58.29 Case Management Information 21 1.2% 60.69 Beneficiary Inquiry Information 21 1.2% 60.69 Cost Accounting Information 18 1.0% 61.69 Policy & Guidance 18 1.0% 62.69 Labor Productivity Information 17 0.9% 63.69 Population Risk Reduction Plan 17 0.9% 64.59 Contract/ Claims Processing Information 16 0.9% 66.39 Provider Metrics 16 0.9% 66.39 Coding Information 14 0.8% 67.19 Industry Benchmark Information 14 0.8% 67.99 Industry Benchmark Information 14 0.8% 69.49	Care Management Information			50.1%
MHS Direction 33 1.8% 53.89 Provider Demographics 31 1.7% 55.59 Patient/ Staff Satisfaction Information 25 1.4% 56.99 Improvement Strategy 23 1.3% 58.29 Case Management Information 22 1.2% 59.49 Beneficiary Inquiry Information 21 1.2% 60.69 Cost Accounting Information 18 1.0% 61.69 Policy & Guidance 18 1.0% 62.69 Labor Productivity Information 17 0.9% 63.69 Population Risk Reduction Plan 17 0.9% 64.59 Contract/ Claims Processing Information 16 0.9% 65.49 Provider Metrics 16 0.9% 66.39 Coding Information 14 0.8% 67.19 Industry Benchmark Information 14 0.8% 67.19 Industry Benchmark Information 14 0.8% 68.69 Personnel Compensation Information 14 0.8% 69.49	Beneficiary Tracking Information	34		52.0%
Provider Demographics 31 1.7% 55.56 Patient/ Staff Satisfaction Information 25 1.4% 56.99 Improvement Strategy 23 1.3% 58.29 Case Management Information 21 1.2% 59.49 Beneficiary Inquiry Information 21 1.2% 60.69 Cost Accounting Information 18 1.0% 61.69 Policy & Guidance 18 1.0% 62.69 Labor Productivity Information 17 0.9% 63.69 Population Risk Reduction Plan 17 0.9% 64.59 Contract/ Claims Processing Information 16 0.9% 66.39 Coding Information 14 0.8% 67.19 Provider Metrics 16 0.9% 66.39 Coding Information 14 0.8% 67.19 Industry Benchmark Information 14 0.8% 67.19 Industry Benchmark Information 14 0.8% 69.49 Accounts Receivable Information 13 0.7% 70.19 <td>MHS Direction</td> <td>33</td> <td></td> <td>53.8%</td>	MHS Direction	33		53.8%
Patient/ Staff Satisfaction Information 25 1.4% 56.99 Improvement Strategy 23 1.3% 58.29 Case Management Information 21 1.2% 59.49 Beneficiary Inquiry Information 21 1.2% 60.69 Cost Accounting Information 18 1.0% 61.69 Policy & Guidance 18 1.0% 62.69 Labor Productivity Information 17 0.9% 63.69 Population Risk Reduction Plan 17 0.9% 64.59 Contract/ Claims Processing Information 16 0.9% 65.49 Provider Metrics 16 0.9% 66.39 Coding Information 14 0.8% 67.19 Credentialed Staffing Availability 14 0.8% 67.99 Industry Benchmark Information 14 0.8% 67.99 Industry Benchmark Information 14 0.8% 69.49 Accounts Receivable Information 13 0.7% 70.19 Population Member Health Data 13 0.7% <td>Provider Demographics</td> <td>31</td> <td>1.7%</td> <td>55.5%</td>	Provider Demographics	31	1.7%	55.5%
Improvement Strategy 23 1.3% 58.29 Case Management Information 22 1.2% 59.49 Beneficiary Inquiry Information 21 1.2% 60.69 Cost Accounting Information 18 1.0% 61.69 Policy & Guidance 18 1.0% 62.69 Labor Productivity Information 17 0.9% 63.69 Population Risk Reduction Plan 17 0.9% 64.59 Contract/ Claims Processing Information 16 0.9% 65.49 Provider Metrics 16 0.9% 66.39 Coding Information 14 0.8% 67.19 Credentialed Staffing Availability 14 0.8% 67.99 Industry Benchmark Information 14 0.8% 67.99 Industry Benchmark Information 14 0.8% 69.49 Accounts Receivable Information 13 0.7% 70.19 Population Member Health Data 13 0.7% 70.19 Training Verification Data 13 0.7% <t< td=""><td>Patient/ Staff Satisfaction Information</td><td>25</td><td></td><td>56.9%</td></t<>	Patient/ Staff Satisfaction Information	25		56.9%
Case Management Information 22 1.2% 59.49 Beneficiary Inquiry Information 21 1.2% 60.69 Cost Accounting Information 18 1.0% 61.69 Policy & Guidance 18 1.0% 62.69 Labor Productivity Information 17 0.9% 63.69 Population Risk Reduction Plan 17 0.9% 64.59 Contract/ Claims Processing Information 16 0.9% 65.49 Provider Metrics 16 0.9% 66.39 Coding Information 14 0.8% 67.19 Industry Benchmark Information 14 0.8% 68.69 Personnel Compensation Information 14 0.8% 68.69 Personnel Compensation Information 13 0.7% 70.19 Accounts Receivable Information 13 0.7% 70.19 Population Member Health Data 13 0.7% 70.19 Training Verification Data 13 0.7% 72.39 Clinical Guidelines 12 0.7%	Improvement Strategy	23		58.2%
Beneficiary Inquiry Information 21 1.2% 60.69 Cost Accounting Information 18 1.0% 61.69 Policy & Guidance 18 1.0% 62.69 Labor Productivity Information 17 0.9% 63.69 Population Risk Reduction Plan 17 0.9% 64.59 Contract/ Claims Processing Information 16 0.9% 65.49 Provider Metrics 16 0.9% 66.39 Coding Information 14 0.8% 67.19 Credentialed Staffing Availability 14 0.8% 67.99 Industry Benchmark Information 14 0.8% 68.69 Personnel Compensation Information 14 0.8% 69.49 Accounts Receivable Information 13 0.7% 70.19 Population Member Health Data 13 0.7% 70.19 Training Verification Data 13 0.7% 71.69 Budgets & Authorizations 12 0.7% 72.39 Clinical Guidelines 12 0.7% <t< td=""><td>Case Management Information</td><td>22</td><td>1.2%</td><td>59.4%</td></t<>	Case Management Information	22	1.2%	59.4%
Cost Accounting Information 18 1.0% 61.69 Policy & Guidance 18 1.0% 62.69 Labor Productivity Information 17 0.9% 63.69 Population Risk Reduction Plan 17 0.9% 64.59 Contract/ Claims Processing Information 16 0.9% 65.49 Provider Metrics 16 0.9% 66.39 Coding Information 14 0.8% 67.19 Credentialed Staffing Availability 14 0.8% 67.99 Industry Benchmark Information 14 0.8% 68.69 Personnel Compensation Information 14 0.8% 69.49 Accounts Receivable Information 13 0.7% 70.19 Population Member Health Data 13 0.7% 70.99 Training Verification Data 13 0.7% 71.69 Budgets & Authorizations 12 0.7% 72.39 Clinical Guidelines 12 0.7% 73.69 Variance 12 0.7% 74.39	Beneficiary Inquiry Information			60.6%
Policy & Guidance 18 1.0% 62.69 Labor Productivity Information 17 0.9% 63.69 Population Risk Reduction Plan 17 0.9% 64.59 Contract/ Claims Processing Information 16 0.9% 65.49 Provider Metrics 16 0.9% 66.39 Coding Information 14 0.8% 67.19 Credentialed Staffing Availability 14 0.8% 67.99 Industry Benchmark Information 14 0.8% 68.69 Personnel Compensation Information 14 0.8% 69.49 Accounts Receivable Information 13 0.7% 70.19 Population Member Health Data 13 0.7% 70.99 Training Verification Data 13 0.7% 71.69 Budgets & Authorizations 12 0.7% 72.39 Clinical Guidelines 12 0.7% 73.69 Pop Health Resource Info 12 0.7% 74.39 Customer Approved Care Plan 11 0.6% 75.59	Cost Accounting Information	18	1.0%	61.6%
Labor Productivity Information 17 0.9% 63.69 Population Risk Reduction Plan 17 0.9% 64.59 Contract/ Claims Processing Information 16 0.9% 65.49 Provider Metrics 16 0.9% 66.39 Coding Information 14 0.8% 67.19 Credentialed Staffing Availability 14 0.8% 67.99 Industry Benchmark Information 14 0.8% 68.69 Personnel Compensation Information 14 0.8% 69.49 Accounts Receivable Information 13 0.7% 70.19 Population Member Health Data 13 0.7% 70.99 Training Verification Data 13 0.7% 71.69 Budgets & Authorizations 12 0.7% 72.39 Clinical Guidelines 12 0.7% 73.69 Variance 12 0.7% 74.39 Customer Approved Care Plan 11 0.6% 75.59	Policy & Guidance	18		62.6%
Population Risk Reduction Plan 17 0.9% 64.59 Contract/ Claims Processing Information 16 0.9% 65.49 Provider Metrics 16 0.9% 66.39 Coding Information 14 0.8% 67.19 Credentialed Staffing Availability 14 0.8% 67.99 Industry Benchmark Information 14 0.8% 68.69 Personnel Compensation Information 14 0.8% 69.49 Accounts Receivable Information 13 0.7% 70.19 Population Member Health Data 13 0.7% 70.99 Training Verification Data 13 0.7% 71.69 Budgets & Authorizations 12 0.7% 72.39 Clinical Guidelines 12 0.7% 72.99 Pop Health Resource Info 12 0.7% 74.39 Customer Approved Care Plan 11 0.6% 74.59 External Benchmark Information 11 0.6% 75.59	Labor Productivity Information	17	0.9%	63.6%
Contract/ Claims Processing Information 16 0.9% 65.49 Provider Metrics 16 0.9% 66.39 Coding Information 14 0.8% 67.19 Credentialed Staffing Availability 14 0.8% 67.99 Industry Benchmark Information 14 0.8% 68.69 Personnel Compensation Information 14 0.8% 69.49 Accounts Receivable Information 13 0.7% 70.19 Population Member Health Data 13 0.7% 70.99 Training Verification Data 13 0.7% 71.69 Budgets & Authorizations 12 0.7% 72.39 Clinical Guidelines 12 0.7% 73.69 Pop Health Resource Info 12 0.7% 74.39 Customer Approved Care Plan 11 0.6% 75.59 External Benchmark Information 11 0.6% 75.59	Population Risk Reduction Plan	17	0.9%	64.5%
Coding Information 14 0.8% 67.19 Credentialed Staffing Availability 14 0.8% 67.99 Industry Benchmark Information 14 0.8% 68.69 Personnel Compensation Information 14 0.8% 69.49 Accounts Receivable Information 13 0.7% 70.19 Population Member Health Data 13 0.7% 70.99 Training Verification Data 13 0.7% 71.69 Budgets & Authorizations 12 0.7% 72.39 Clinical Guidelines 12 0.7% 73.69 Pop Health Resource Info 12 0.7% 73.69 Variance 12 0.7% 74.39 Customer Approved Care Plan 11 0.6% 75.59 External Benchmark Information 11 0.6% 75.59	Contract/ Claims Processing Information	16	0.9%	65.4%
Credentialed Staffing Availability 14 0.8% 67.99 Industry Benchmark Information 14 0.8% 68.69 Personnel Compensation Information 14 0.8% 69.49 Accounts Receivable Information 13 0.7% 70.19 Population Member Health Data 13 0.7% 70.99 Training Verification Data 13 0.7% 71.69 Budgets & Authorizations 12 0.7% 72.39 Clinical Guidelines 12 0.7% 73.69 Pop Health Resource Info 12 0.7% 73.69 Variance 12 0.7% 74.39 Customer Approved Care Plan 11 0.6% 74.99 External Benchmark Information 11 0.6% 75.59	Provider Metrics	16	0.9%	66.3%
Industry Benchmark Information 14 0.8% 68.69 Personnel Compensation Information 14 0.8% 69.49 Accounts Receivable Information 13 0.7% 70.19 Population Member Health Data 13 0.7% 70.99 Training Verification Data 13 0.7% 71.69 Budgets & Authorizations 12 0.7% 72.39 Clinical Guidelines 12 0.7% 72.99 Pop Health Resource Info 12 0.7% 73.69 Variance 12 0.7% 74.39 Customer Approved Care Plan 11 0.6% 75.59 External Benchmark Information 11 0.6% 75.59	Coding Information	14	0.8%	67.1%
Personnel Compensation Information 14 0.8% 69.49 Accounts Receivable Information 13 0.7% 70.19 Population Member Health Data 13 0.7% 70.99 Training Verification Data 13 0.7% 71.69 Budgets & Authorizations 12 0.7% 72.39 Clinical Guidelines 12 0.7% 73.69 Pop Health Resource Info 12 0.7% 73.69 Variance 12 0.7% 74.39 Customer Approved Care Plan 11 0.6% 74.99 External Benchmark Information 11 0.6% 75.59	Credentialed Staffing Availability	14	0.8%	67.9%
Personnel Compensation Information 14 0.8% 69.49 Accounts Receivable Information 13 0.7% 70.19 Population Member Health Data 13 0.7% 70.99 Training Verification Data 13 0.7% 71.69 Budgets & Authorizations 12 0.7% 72.39 Clinical Guidelines 12 0.7% 73.69 Pop Health Resource Info 12 0.7% 73.69 Variance 12 0.7% 74.39 Customer Approved Care Plan 11 0.6% 74.99 External Benchmark Information 11 0.6% 75.59	Industry Benchmark Information	14	0.8%	68.6%
Population Member Health Data 13 0.7% 70.9% Training Verification Data 13 0.7% 71.6% Budgets & Authorizations 12 0.7% 72.3% Clinical Guidelines 12 0.7% 72.9% Pop Health Resource Info 12 0.7% 73.6% Variance 12 0.7% 74.3% Customer Approved Care Plan 11 0.6% 74.9% External Benchmark Information 11 0.6% 75.5%	Personnel Compensation Information	14	0.8%	69.4%
Training Verification Data 13 0.7% 71.69 Budgets & Authorizations 12 0.7% 72.39 Clinical Guidelines 12 0.7% 72.99 Pop Health Resource Info 12 0.7% 73.69 Variance 12 0.7% 74.39 Customer Approved Care Plan 11 0.6% 74.99 External Benchmark Information 11 0.6% 75.59	Accounts Receivable Information	13	0.7%	70.1%
Budgets & Authorizations 12 0.7% 72.39 Clinical Guidelines 12 0.7% 72.99 Pop Health Resource Info 12 0.7% 73.69 Variance 12 0.7% 74.39 Customer Approved Care Plan 11 0.6% 74.99 External Benchmark Information 11 0.6% 75.59	Population Member Health Data	13	0.7%	70.9%
Budgets & Authorizations 12 0.7% 72.3% Clinical Guidelines 12 0.7% 72.9% Pop Health Resource Info 12 0.7% 73.6% Variance 12 0.7% 74.3% Customer Approved Care Plan 11 0.6% 74.9% External Benchmark Information 11 0.6% 75.5%	Training Verification Data	13	0.7%	71.6%
Clinical Guidelines 12 0.7% 72.9% Pop Health Resource Info 12 0.7% 73.6% Variance 12 0.7% 74.3% Customer Approved Care Plan 11 0.6% 74.9% External Benchmark Information 11 0.6% 75.5%	Budgets & Authorizations	12	0.7%	72.3%
Pop Health Resource Info 12 0.7% 73.6% Variance 12 0.7% 74.3% Customer Approved Care Plan 11 0.6% 74.9% External Benchmark Information 11 0.6% 75.5%	Clinical Guidelines	12		72.9%
Variance 12 0.7% 74.3% Customer Approved Care Plan 11 0.6% 74.9% External Benchmark Information 11 0.6% 75.5%	Pop Health Resource Info			73.6%
Customer Approved Care Plan 11 0.6% 74.99 External Benchmark Information 11 0.6% 75.59	Variance			74.3%
External Benchmark Information 11 0.6% 75.59	Customer Approved Care Plan			74.9%
Congred Lodger	External Benchmark Information			75.5%
	General Ledger			76.1%

IER Name	# arrows	% total	% cumulative
Care Plan	10	0.6%	76.7%
Education / Marketing Information	10	0.6%	77.2%
Personnel Performance Review Info	10	0.6%	77.8%
Pop Health Repository Data	10	0.6%	78.3%
Referral Tracking Information	10	0.6%	78.9%
Resource Requirements	10	0.6%	79.4%
Target Metrics	10	0.6%	80.0%
Population Data	9	0.5%	80.5%
Financial Information	8	0.4%	80.9%
Referral Information	8	0.4%	81.4%
New Standards and Protocols	7	0.4%	81.8%
Determination	7	0.4%	82.2%
Environmental/ Occ. Risk Assessment	7	0.4%	82.6%
Health Care Service Information	7	0.4%	83.0%
Invoice Information	7	0.4%	83.3%
Laws and Regulations	7	0.4%	83.7%
Physical Resource Availability	7	0.4%	84.1%
Resource Availability	7	0.4%	84.5%
Health Service Orders	6	0.3%	84.8%
Population Target Metrics	6	0.3%	85.2%
Provider Schedules	6	0.3%	85.5%
Resource Request	6	0.3%	85.8%
Staffing Management Information	6	0.3%	86.2%
State of the Art Information	6	0.3%	86.5%
Case Review Results	5	0.3%	86.8%
Compensation Guidelines	5	0.3%	87.1%
Customer Service Metrics	5	0.3%	87.4%
Environment/ Occ. Pop. Health Info.	5	0.3%	87.6%
Health Service Standards	5	0.3%	87.9%
PHM Policies & Guidelines	5	0.3%	88.2%
Recruiting Information	5	0.3%	88.5%
Utilization Information	5	0.3%	88.7%
Vendor Information	5	0.3%	89.0%
Appointment and Transportation Information	4	0.2%	89.2%
Collection Information	4	0.2%	89.5%
Gap Analysis	4	0.2%	89.7%
Government Regulatory Information	4	0.2%	89.9%
Occupational Certification Data	4	0.2%	90.1%
Personnel Incentive Program Info	4	0.2%	90.4%

PHM Program Implementation Plan Recommended Care Plan Research Results Supply Inventory Information Surveillance Capability Status Time Management Information	4 4 4 4 4 4	0.2% 0.2% 0.2% 0.2%	90.6% 90.8% 91.0%
Recommended Care Plan Research Results Supply Inventory Information Surveillance Capability Status	4 4 4 4	0.2% 0.2% 0.2%	90.8%
Supply Inventory Information Surveillance Capability Status	4 4 4	0.2% 0.2%	
Surveillance Capability Status	4 4	0.2%	31.0/0
, ,	4		91.3%
Time Management Information	4	0.2%	91.5%
		0.2%	91.7%
Training Requirements		0.2%	91.9%
Validated Credential Data	4	0.2%	92.1%
Accreditation Information	3	0.2%	92.3%
Appeals Determination	3	0.2%	92.5%
Asset Visibility Info	3	0.2%	92.6%
Audit Results	3	0.2%	92.8%
Eligibility Determination	3	0.2%	93.0%
Improvement Alternatives	3	0.2%	93.1%
Material Information	3	0.2%	93.3%
Non-Credentialed Staffing Availability	3	0.2%	93.5%
Order Information	3	0.2%	93.6%
Personnel Skill Mix Information	3	0.2%	93.8%
Population Risk Conclusion	3	0.2%	94.0%
Product Evaluation Information	3	0.2%	94.2%
Purchase Request	3	0.2%	94.3%
Request for Eligibility Determination	3	0.2%	94.5%
Resource Variance	3	0.2%	94.7%
Root Causes	3	0.2%	94.8%
Tailored Marketing Information	3	0.2%	95.0%
Transportation Requirement	3	0.2%	95.2%
Vendor Invoice	3	0.2%	95.3%
Actual Performance Data	2	0.1%	95.4%
Asset Information	2	0.1%	95.5%
Audit Schedule Information	2	0.1%	95.7%
Bill	2	0.1%	95.8%
Customer Data Release Agreement	2	0.1%	95.9%
Customer Demographic & Enrollment Data	2	0.1%	96.0%
Disbursement Information	2	0.1%	96.1%
Environment/ Occ. Health Information	2	0.1%	96.2%
Environmental Sampling Resource Requirements	2	0.1%	96.3%
Health Care Personnel Privileges	2	0.1%	96.4%
Health Promotion Programs	2	0.1%	96.5%
Health Risk Policies & Procedures	2	0.1%	96.7%

IER Name	# arrows	% total	% cumulative
Health Services System Evaluation	2	0.1%	96.8%
Incentive Programs	2	0.1%	96.9%
Payment Authorization	2	0.1%	97.0%
Population Health Effects	2	0.1%	97.0%
Projected Pop. Information	2	0.1%	97.1%
Quality & Utilization Information	2	0.1%	97.3%
Resource Allocation Guidance	2	0.1%	97.4%
Transportation Arrangements	2	0.1%	97.5%
Work Request	2	0.1%	97.7%
Activity-to-Metrics Matrix	1	0.1%	97.7%
Asset Maintenance Information	1	0.1%	97.8%
Baseline Population Information	1	0.1%	97.8%
Care Management Support Tools	1	0.1%	97.9%
Clinical Risk Mgmt. Information	1	0.1%	97.9%
Cost Information	1	0.1%	98.0%
Credentialed Staffing Requirements	1	0.1%	98.1%
Defined Metrics	1	0.1%	98.1%
Deployment Assessment	1	0.1%	98.2%
Education Utilization	1	0.1%	98.2%
Encounter Disposition Notification	1	0.1%	98.3%
Enrollment Information	1	0.1%	98.3%
External Resource Request	1	0.1%	98.4%
External Survey Results	1	0.1%	98.4%
Facility Access/ Security Information	1	0.1%	98.5%
Health Care Support Agreements	1	0.1%	98.6%
Health Materiel Orders	1	0.1%	98.6%
Health Protection Effectiveness	1	0.1%	98.7%
Health Service Encounter Initiation Information	1	0.1%	98.7%
HR Staffing Information	1	0.1%	98.8%
MCSC Performance Info	1	0.1%	98.8%
MHS Plans	1	0.1%	98.9%
New Data Requirements	1	0.1%	98.9%
Obligational Authority	1	0.1%	99.0%
Operational Instructions	1	0.1%	99.1%
Payment	1	0.1%	99.1%
PCM/CM Assignment Request	1	0.1%	99.2%
PCM/CM Assignment Response	1	0.1%	99.2%
Personal Schedule	1	0.1%	99.3%
Personnel Leave Plans	<u> </u>	2,0	22.270

IER Name	# arrows	% total	% cumulative
Program Baselines	1	0.1%	99.4%
Property Incidents Information	1	0.1%	99.4%
Property Information	1	0.1%	99.5%
Provider Satisfaction Info	1	0.1%	99.6%
Referral Request	1	0.1%	99.6%
Referral Response	1	0.1%	99.7%
Risk Management Information	1	0.1%	99.7%
Screening Data & Analysis	1	0.1%	99.8%
Supply Customer Information	1	0.1%	99.8%
Tactical Mission Plan	1	0.1%	99.9%
Work Order	1	0.1%	99.9%
Work Status	1	0.1%	100.0%
	1795	100.00%	